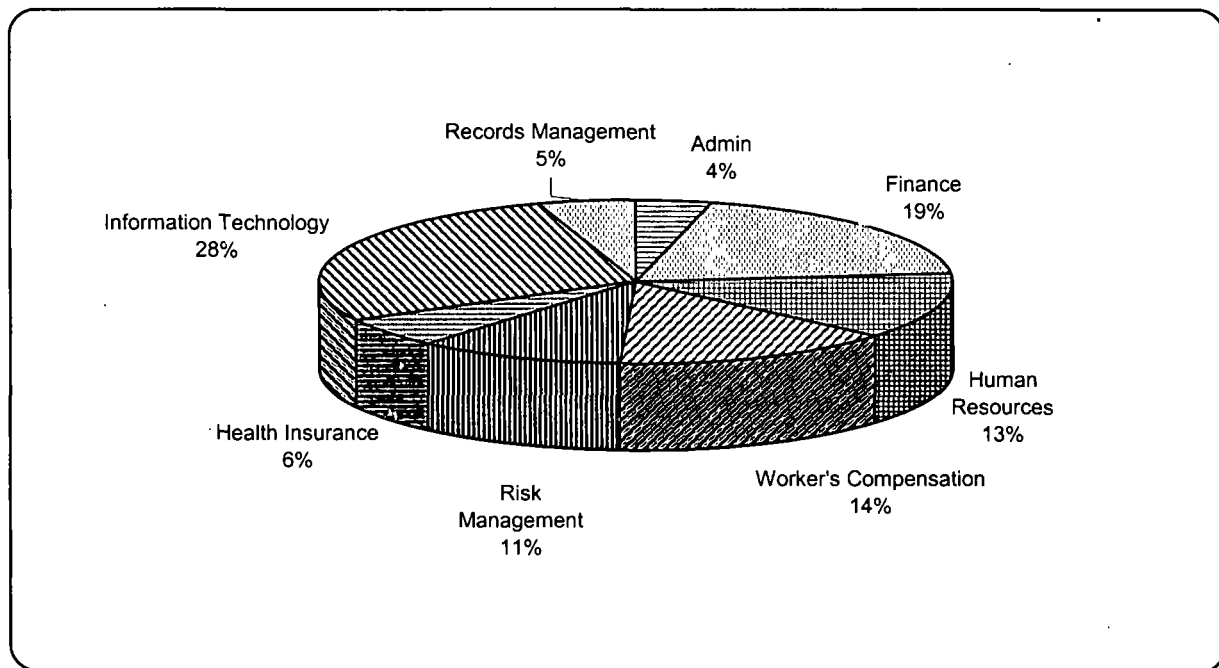


PROGRAM: ADMINISTRATIVE SERVICES
FUND: VARIOUS
PROGRAM GROUP: ADMINISTRATIVE SERVICES

SUMMARY

	2002-03 ACTUAL	2003-04 ACTUAL	2004-05 BUDGET	2005-06 BUDGET
PERSONNEL	\$5,034,597	\$5,467,097	\$6,075,310	\$6,584,283
MAINTENANCE & OPERATIONS	10,298,576	10,891,769	9,165,622	9,796,112
CAPITAL OUTLAY	534,346	549,359	1,029,602	360,500
GRAND TOTAL	\$15,867,519	\$16,908,225	\$16,270,534	\$16,740,895
<i>FULL TIME POSITIONS</i>	<i>66.00</i>	<i>66.00</i>	<i>66.00</i>	<i>65.00</i>
<i>HOURLY/FTE POSITIONS</i>	<i>3.75</i>	<i>3.75</i>	<i>3.25</i>	<i>3.25</i>



PROGRAM: ADMINISTRATION
FUND: GENERAL
PROGRAM GROUP: ADMINISTRATIVE SERVICES

ACCT NO. 0011110-12

	2002-03 ACTUAL	2003-04 ACTUAL	2004-05 BUDGET	2005-06 BUDGET
PERSONNEL	\$234,091	\$260,485	\$268,180	\$298,727
MAINTENANCE & OPERATIONS	327,859	246,481	342,563	344,420
CAPITAL OUTLAY	0	0	0	0
GRAND TOTAL	\$561,950	\$506,966	\$610,743	\$643,147
<i>FULL TIME POSITIONS</i>	<i>2.00</i>	<i>2.00</i>	<i>2.00</i>	<i>2.00</i>
<i>HOURLY/FTE POSITIONS</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>

PROGRAM GROUP DESCRIPTION:

The Administrative Services Director provides leadership and coordination for the Administrative Services departments that form the support structures for the City of Carlsbad. This budget includes the cost for the Administrative Services Director and related support staff, special projects supporting organizational development, and certain special purpose programs and studies. Additionally, funding for the Strategic Change Team, a diverse group of City employees that works with the City's Leadership Team on ways to improve the organization, falls in this area.

The Administrative Services departments include Finance, Human Resources, Information Technology, Records Management, and Risk Management. These departments share a common goal of providing top-quality services to an assorted range of internal and external customers.

The goals of these departments focus on the creation of systems and structures that support the top-quality service, fiscally responsible management of resources, employee development and learning, streamlining processes and procedures, and construction of the infrastructure that serves the citizens of Carlsbad. More information on the goals, achievements, workload statistics, and programs within each Administrative Services department can be found on the following budget summary pages.

KEY GOALS FOR 2005-06:

- The Administrative Services Director is responsible for assisting each department in the accomplishment of its goals. The Director's primary role is to remove roadblocks, coordinate department efforts, deal with competing priorities, assist with resource allocation, and provide leadership and support for Administrative Services staff.
- The Director is responsible for furthering leadership and employee development, workplace improvement, and communications through implementation and support of a number of programs designed to strengthen leadership skills, enhance employee knowledge, skills and abilities, and enhance the culture of the organization.
- As part of the Leadership Team, the Director is the spokesperson for Administrative Services issues with the top leadership of the City. With the other members of the Leadership Team, the Director is responsible for the creation of an organization that can carry out the City Council's policy direction.

SIGNIFICANT CHANGES:

None.

PROGRAM: FINANCE
FUND: GENERAL/ENTERPRISE
PROGRAM GROUP: FINANCE

ACCT NO. 0011310

	2002-03 ACTUAL	2003-04 ACTUAL	2004-05 BUDGET	2005-06 BUDGET
PERSONNEL	\$1,806,241	\$1,965,932	\$2,296,241	\$2,447,707
MAINTENANCE & OPERATIONS	1,042,290	1,064,209	769,494	798,895
CAPITAL OUTLAY	862	24,804	76,500	0
GRAND TOTAL	\$2,849,393	\$3,054,945	\$3,142,235	\$3,246,602
FULL TIME POSITIONS	28.00	28.00	28.00	27.00
HOURLY/FTE POSITIONS	2.50	2.50	2.50	2.50
GENERAL FUND	\$2,434,193	\$2,579,645	\$2,599,435	\$2,781,202
WATER ENTERPRISE	242,700	332,700	380,000	325,800
SEWER ENTERPRISE	172,500	142,600	162,800	139,600
TOTAL FUNDING	\$2,849,393	\$3,054,945	\$3,142,235	\$3,246,602

MISSION STATEMENT:

Our mission is to ensure that the City of Carlsbad makes sound financial decisions. We take pride in accomplishing this mission by maintaining individual and departmental credibility; working together as a team while respecting each other's differences; and consistently striving to go above and beyond expectations.

PROGRAM ACTIVITIES:

Long-Range Financial Planning and Budget Management

- Prepare ten-year operating forecasts incorporating various "what-if" scenarios to facilitate decision-making for the City Council and City departments.
- Prepare and monitor annual capital and operating budgets to allocate resources in a cost-effective manner in alignment with the City Council's goals.
- Perform bi-annual review of all City fees and annual cost allocation plan

General Accounting and Reporting

- Accurately bill, collect, record, and report all City revenues including follow-up of delinquent accounts.
- Prepare checks for City employees and for service and commodity suppliers.
- Prepare and maintain finance records and documents in conformity with generally accepted accounting principles and applicable legal and contractual provisions.
- Prepare Comprehensive Annual Financial Report in conformity with generally accepted accounting principles.
- Provide the City Council and City management with timely monthly financial reports.
- Perform in-house internal control reviews as needed.

Assessment District/Community Facilities District (CFD) Administration

- Assist in evaluation and formation of new districts.
- Issue bonds for capital projects when required. Pay debt service and provide continuing disclosure information.
- Provide administration of CFDs and assessment districts as required by formation documents and State law.

Purchasing

- Issue and manage formal bid and quotation processes.
- Track and renew annual commodity and service contracts and joint agency contracts.
- Assist City departments in the creation and administration of contracts.

Receiving, Messenger, and Mail Services

- Act as shipping and receiving for the Faraday Administration Center.
- Direct disposal of surplus and lost/unclaimed property.
- Collect outgoing City mail and apply postage.
- Sort and distribute all incoming City mail.

PROGRAM: FINANCE
FUND: GENERAL/ENTERPRISE
PROGRAM GROUP: FINANCE

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ACCT NO. 0011310

WORKLOAD AND PERFORMANCE INDICATORS:

	<u>FY2002</u>	<u>FY2003</u>	<u>FY2004</u>
• Average number of days to issue Monthly Financial Status Report	13	12	14
• Awards received for CAFR	GFOA	GFOA	Not Available
• Awards received for Annual Budget	GFOA Distinguished Budget Presentation	GFOA Distinguished Budget Presentation	GFOA Distinguished Budget Presentation
• Number of business licenses processed	7,199	7,584	8,634
• Number of account payable checks processed	14,962	15,141	14,870
• Number of payroll checks issued	9,863	9,169	8,394
• Number of electronic payroll checks issued	15,141	16,243	16,317
• Outstanding debt issues administered	\$71 million	\$65 million	\$71 million
• Number of purchase orders issued	1,529	1,674	1,324
• Dollar amount of purchase orders issued	\$47 million	\$61 million	\$84 million
• Pieces of mail processed	171,258	161,928	173,491

KEY ACHIEVEMENTS FOR 2004-05:

- Improved the service to citizen's and employees by implementing a customer service center for the department.
- Enhanced the ability of the City's staff to track budget and cost data by individual projects and programs.
- Developed financing solutions for the City's proposed 18-hole golf course.
- Determined the amounts needed for replacement of the City's infrastructure and equipment and established policies for the use of those funds.
- Updated purchasing systems and structures to better support the accomplishment of the City's mission while ensuring that the City is receiving best value on all of its purchases of goods and services.
- Developed uniform billing and collecting policies and procedures to ensure all amounts due to the City are collected.

KEY GOALS FOR 2005-06:

Top-Quality Services

- Provide more effective and efficient service to customers by improving the cash handling and refund processes.
- Improve service to taxpayers by clarifying and streamlining the tax administration process.

Financial Health

- Plan for the strategic implementation of technology as it relates to the City's integrated financial and personnel management systems.
- Improve the effectiveness of, and streamline the development of, the annual Capital Improvement Program.
- Improve the communication of financial information and keep up to date with industry standards by implementing the latest standards set by the Government Accounting Standards Board.

SIGNIFICANT CHANGES:

One fulltime FTE for a Purchasing Buyer has been transferred to the Public Works Construction Division to better align services and facilitate workflow.

PROGRAM: HUMAN RESOURCES
FUND: GENERAL
PROGRAM GROUP: HUMAN RESOURCES

ACCT NO. 0011510 THRU 0011550

	2002-03 ACTUAL	2003-04 ACTUAL	2004-05 BUDGET	2005-06 BUDGET
PERSONNEL	\$732,456	\$795,120	\$863,185	\$944,326
MAINTENANCE & OPERATIONS	600,812	680,854	1,119,870	1,251,090
CAPITAL OUTLAY	3,151	0	0	0
GRAND TOTAL	\$1,336,419	\$1,475,974	\$1,983,055	\$2,195,416
<i>FULL TIME POSITIONS</i>	<i>9.00</i>	<i>9.00</i>	<i>9.00</i>	<i>9.00</i>
<i>HOURLY/FTE POSITIONS</i>	<i>0.75</i>	<i>0.75</i>	<i>0.75</i>	<i>0.75</i>

MISSION STATEMENT:

People are our priority...We take care of the people who take care of Carlsbad.

PROGRAM ACTIVITIES:

Recruitment, Selection, Staffing

- Proactive planning and scheduling recruitments for multiple vacancies anticipated in FY 05-06.
- Assist departments in job design/redesign efforts to make job classifications more flexible.
- Review and Update job classifications.
- Implement improved employee selection processes.

Employee Development

- Continue to provide job-centered training and employee development opportunities for employees. Focus in the areas of effective supervision, communication, and career development.
- Implement Leadership Development Programs including, executive coaching, assessment tools, and educational resources
- Consult with departments on customized training and organizational development programs
- Obtain a system to efficiently manage and organize the City's employee development efforts (Learning Management System).
- Participate on Citywide team for a City training facility.

Human Resources Revenue Generation

- Develop relationships with educational institutions in the area and develop employee development partnerships with other agencies.
- Open up our employee development classes to "paying customers" from other governmental agencies and/or to companies in the surrounding area if classes are not full.

Performance Management and Compensation

- Increase the capability of supervisors to deliver constructive feedback to employees.
- Research alternatives to the current performance appraisal form used to evaluate CCEA-represented employees.
- Audit the Performance Management and Compensation System for management employees to ensure salaries are competitive in the San Diego survey market and rewards are equitably delivered.

Improve Employee Relations and Employee Alignment with the Organization's Goals

- Continue to serve on citywide customer service and communications committees.
- Continue to improve internal Human Resources systems and processes.
- Provide cross training to Human Resources staff.
- Improve communications about retirement options.
- Continue quarterly labor/management forum.
- Continue to update sections of the Personnel Rules to provide consistency with other internal documents.

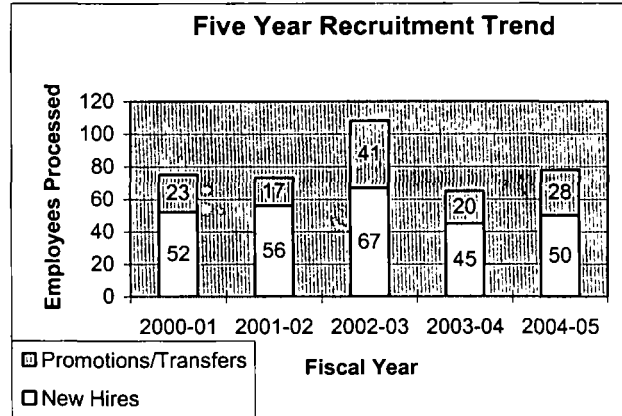
PROGRAM: HUMAN RESOURCES
FUND: GENERAL
PROGRAM GROUP: HUMAN RESOURCES

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ACCT NO. 0011510 THRU 0011550

WORKLOAD STATISTICS:

<u>Measures for</u>	
<u>Classification/Compensation Review:</u>	FY 04-05
Number of classification descriptions/ positions reviewed, revised or created	20
<u>Measures for Recruitment</u>	
Number of applicants processed	2675
Number of recruitments processed	67
Number of eligibles on employment list	278
Number of new hires	50
Number of promotions/transfers	28



KEY ACHIEVEMENTS FOR 2004-05:

- Created an injury management toolbox for prevention of Workers' Compensation injuries, including a list of preventative actions and cost mitigation processes, and implementation of the toolbox at all levels of the organization.
- Decreased Workers' Compensation costs and lost working days due to Workers' Compensation injuries through "return to work" programs.
- Participated in developing transitional staffing and organizational strategies for Public Works Department workforce planning and implemented facets of the plan including the development of Public Works Inspector, Maintenance Aide and Storekeeper classifications.
- Created a menu of leadership development resources and tools for executive leaders and piloted a group of five high level managers using the resources of this program.
- Developed a competency-based behavioral interview question database resource and competency-based behavioral interview training program for employees. The training program was delivered to a core group of employees and has been incorporated into the citywide training program.
- Produced updated Personnel Rules and updated the relevant sections of the Municipal Code to comply with current practices and applicable law.
- Developed a vision for a comprehensive City training facility.
- Partnered with the Recreation Department and analyzed, recommended and implemented alternative recruitment and training methods for acquisition and retention of aquatics personnel.
- Implemented new selection and assessment tools in the employee recruitment and selection process.
- Helped Planning Department pilot assessment tools for in-house development programs.
- Implemented of new training and development programs and created a training partnership with Cal State University San Marcos.

KEY GOALS FOR 2005-06:

Top-Quality Services

- Update the Human Resources Department Strategic Plan
- Streamline work processes in the Human Resources Department
- Participate on citywide communication team.
- Research requirements for a Learning Management System to support the Employee Development Program.
- Planning and design for City training facility.
- Revise Employee Orientation/Experience Carlsbad Program
- Design employee development targeted at Public Works Maintenance Workers

SIGNIFICANT CHANGES:

None.

PROGRAM: RECORDS MANAGEMENT
FUND: GENERAL
PROGRAM GROUP: RECORDS MANAGEMENT

ACCT NO. 0011610

	2002-03 ACTUAL	2003-04 ACTUAL	2004-05 BUDGET	2005-06 BUDGET
PERSONNEL	\$505,730	\$549,338	\$586,350	\$648,661
MAINTENANCE & OPERATIONS	400,141	429,885	180,020	179,740
CAPITAL OUTLAY	0	3,787	26,286	0
GRAND TOTAL	\$905,871	\$983,010	\$792,656	\$828,401
<i>FULL TIME POSITIONS</i>	<i>8.00</i>	<i>8.00</i>	<i>8.00</i>	<i>8.00</i>
<i>HOURLY/FTE POSITIONS</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>

PROGRAM DESCRIPTION:

The Records Management Department is responsible for developing and implementing Citywide records management and document management programs, and is tasked with maintaining City records in an identifiable and accessible manner to fulfill public, legal, and historical requirements for preservation and storage of information. The Records Management Department also provides staff support for the City Clerk.

PROGRAM ACTIVITIES:

Records Management

- Continue implementation of the Citywide Records Management Program and Document Management System (DMS).
- Maintain City records in an identifiable and accessible manner in fulfillment of public, legal, and historical requirements for preserving and storing information.

Administrative Support Activities

- Provide staff support for City Clerk functions such as elections, the Public Records Act, noticing, processing documents for recordation, and updating the Municipal Code.
- Assist the public and City staff by providing information such as minutes, agendas, ordinances, resolutions, deeds, and other critical documents.

KEY ACHIEVEMENTS FOR 2004-05:

- Development of Public Records Act Guidelines, training program, and Administrative Order, and provision of training regarding requirements for compliance with requests for information under the Public Records Act.
- Incorporation of document Management System (DMS) Policies, Standards and Procedures, outlining the requirements managing electronically archived records into the Records Management Program.
- Analysis of desktop applications throughout the city and creation of guidelines for proper management of records created and maintained by these applications.
- Establishment of Governing Board, containing members from all Major Service Areas, to oversee the operation of the Document Management System.
- Expansion of the Records Management Program to additional departments.

KEY GOALS FOR 2005-06:

Top Quality Services

- Collaborate with City Attorney's Office to review existing requirements and create guidelines and training program regarding requirements for compliance with Subpoenas.
- Creation and implementation of DMS Master Plan, to ensure that the system is utilized to its fullest capabilities and to ensure system security and accuracy.
- Implement guidelines and procedures for management of electronic records on the desktop.
- Educate key (hands-on) personnel in each department.
- Provide resource information to organization via Intranet.

SIGNIFICANT CHANGES:

None.

PROGRAM: WORKERS' COMPENSATION
FUND: SELF INSURANCE
PROGRAM GROUP: WORKERS' COMPENSATION

ACCT NO. 6111520

	2002-03 ACTUAL	2003-04 ACTUAL	2004-05 BUDGET	2005-06 BUDGET
PERSONNEL	\$83,688	\$88,575	\$101,735	\$124,566
MAINTENANCE & OPERATIONS	2,040,693	2,408,146	2,121,763	2,292,300
CAPITAL OUTLAY	0	0	0	0
GRAND TOTAL	\$2,124,381	\$2,496,721	\$2,223,498	\$2,416,866
<i>FULL TIME POSITIONS</i>	<i>1.00</i>	<i>1.00</i>	<i>1.00</i>	<i>1.00</i>
<i>HOURLY/FTE POSITIONS</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>

MISSION STATEMENT:

People are our priority...We promote the development, well-being, and success of employees and the organization.

PROGRAM ACTIVITIES:

Workers' Compensation Claims and Administration

- This fund is utilized to provide payment for medical, indemnity, and defense expenses incurred as the result of occupational injuries and illnesses. It is also utilized to pay for related administrative and insurance expenses.

PERFORMANCE MEASURE:

- Average lost days per claim = 10.8 (for the period of 07/01/03 – 06/30/04).

KEY GOALS FOR 2005-06:

Top Quality Services

- Continue to improve systems to monitor lost days of work, share data with management, and make recommendations to reduce the number of days an employee is out of the workplace.
- Implement programs developed by cost reduction goal team.

SIGNIFICANT CHANGES:

None.

PROGRAM: RISK MANAGEMENT
FUND: GENERAL LIABILITY SELF-INSURANCE
PROGRAM GROUP: RISK MANAGEMENT

ACCT NO. 6121930

	2002-03 ACTUAL	2003-04 ACTUAL	2004-05 BUDGET	2005-06 BUDGET
PERSONNEL	\$163,565	\$174,967	\$188,933	\$210,994
MAINTENANCE & OPERATIONS	1,168,339	996,696	1,305,779	1,575,637
CAPITAL OUTLAY	0	0	0	0
GRAND TOTAL	\$1,331,904	\$1,171,663	\$1,494,712	\$1,786,631
<i>FULL TIME POSITIONS</i>	<i>2.00</i>	<i>2.00</i>	<i>2.00</i>	<i>2.00</i>
<i>HOURLY/FTE POSITIONS</i>	<i>0.50</i>	<i>0.50</i>	<i>0.00</i>	<i>0.00</i>

PROGRAM GROUP DESCRIPTION:

Risk Management administers the funding of the self-insured and insured portions of the program; manages the administration of property and general liability claims; works in conjunction with the City Attorney's Office and outside counsel to monitor, control, and resolve litigated matters; and provides training for various departments to minimize the risk of future losses.

PROGRAM ACTIVITIES:

Litigation Management

- The fund is used for settlements, costs, and defense expenses incurred as the result of general liability claims against the City, and for related administration and insurance expenses. Risk Management works with the City Attorney's Office and outside counsel to monitor, control, and resolve litigated matters in the areas of property, casualty, and general liability.

Insurance/Self-Insurance

- Directs the marketing, renewal, planning, and funding of the insured and self-funded portions of the program; administers the general liability self-insurance funds.

Claims Management

- Directs and administers the claims management program for property, casualty, and general liability.

Loss Prevention/Training

- Provides recommendations and training for various City departments to minimize the risk of loss.

KEY ACHIEVEMENTS FOR 2004-05:

Top-Quality Services

- Development of Workers' Compensation Cost Reduction Program.
- Update of Insurance Requirements and Guidelines for Implementation.

KEY GOALS FOR 2005-06:

Top-Quality Services

- Development of property damage liability guidelines.
- Development of film production policy and agreement for use of city facilities.

SIGNIFICANT CHANGES:

None.

PROGRAM: HEALTH INSURANCE
FUND: INTERNAL SERVICE
PROGRAM GROUP: HUMAN RESOURCES

ACCT NO. 6131520

	2002-03 ACTUAL	2003-04 ACTUAL	2004-05 BUDGET	2005-06 BUDGET
PERSONNEL	\$64,821	\$113,706	\$67,468	\$0
MAINTENANCE & OPERATIONS	2,609,893	2,831,914	945,800	941,500
CAPITAL OUTLAY	0	0	0	0
GRAND TOTAL	\$2,674,714	\$2,945,620	\$1,013,268	\$941,500
<i>FULL TIME POSITIONS</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>
<i>HOURLY/FTE POSITIONS</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>

MISSION STATEMENT:

People are our priority...We promote the development, well-being, and success of employees and the organization.

PROGRAM ACTIVITIES:

This fund is used to pay dental, and life insurance premiums for all employees.

SIGNIFICANT CHANGES:

Beginning in 2004-05, the city is no longer self-insured for health benefits. Health Insurance premiums are deducted directly thru payroll.

PROGRAM: INFORMATION TECHNOLOGY
FUND: INTERNAL SERVICE
PROGRAM GROUP: INFORMATION TECHNOLOGY

ACCT NO. 6401710

	2002-03 ACTUAL	2003-04 ACTUAL	2004-05 BUDGET	2005-06 BUDGET
PERSONNEL	\$1,444,005	\$1,518,974	\$1,703,218	\$1,909,302
MAINTENANCE & OPERATIONS	2,108,549	2,233,584	2,380,333	2,412,530
CAPITAL OUTLAY	530,333	520,768	926,816	360,500
GRAND TOTAL	\$4,082,887	\$4,273,326	\$5,010,367	\$4,682,332
<i>FULL TIME POSITIONS</i>	<i>16.00</i>	<i>16.00</i>	<i>16.00</i>	<i>16.00</i>
<i>HOURLY/FTE POSITIONS</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>

MISSION STATEMENT:

Provide resources that will support departments in the performance of work tasks through technology.

PROGRAM ACTIVITIES:

Computer Support Services

- Ensure that all City computers remain operational with minimum downtime.
- Guarantee availability and security of City network computer resources available to both staff and the public.
- Provide support for all standard City applications.
- Ensure that the City is receiving best value for technology goods and services provided by outside vendors.

Telecommunication Support Services

- Ensure that the City's telecommunication network and its associated equipment remain operational with minimum downtime.
- Provide the necessary support for all telephone and data communication equipment.

New Systems Support

- Meet the information needs of the users and encourage the appropriate use of computers and communication technology to increase productivity and enhance communication.
- Expand the use of the asset management software and processes which improves IT's ability and capacity to manage and track technology assets
- Assist with the design, development and expansion of City facilities. Including: a Learning Center for Library related services, Alga Norte Park and Fire Station #6.
- Enhance the City's Internet and Intranet sites for improved communication with City staff and visitors
- Evaluate web filtering solutions in an effort to secure the City's Internet browsing / Internet business experience and to limit risk to the City's computer resources.

WORKLOAD STATISTICS:

IT Help Desk Services

Total number of help tickets opened for the year	<u>CY/2004</u> 5,423
Average number of help tickets opened per month	452
Percentage of urgent priority resolved within 1 hour (benchmark)	85%
Percentage of high priority calls resolved within 3 hours (benchmark)	97%
Percentage of users rating information technology services as good excellent	89%

KEY ACHIEVEMENTS FOR 2004-05:

- To minimize impacts to technology-dependent services the selection and configuration of an alternate data center has begun. Redundant financial and utility billing systems have been installed at the alternate site and data is being synchronized nightly. In the event of a Faraday disaster, access can be redirected to the alternate site. More systems are due to be replicated next fiscal year.
- The Department of Justice required increased security for all safety service related networks. To comply with the DOJ regulations the Safety Center network required an extensive redesign.
- Library patron Internet access was improved this year by splitting the City's staff access from the Library patrons'. This was done by redirecting all staff Internet access through centralized devices located at the Faraday Data Center. Library patrons use the Internet access located at the Dove Library.

PROGRAM: INFORMATION TECHNOLOGY
FUND: INTERNAL SERVICE
PROGRAM GROUP: INFORMATION TECHNOLOGY

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KEY ACHIEVEMENTS FOR 2004-05 (Continued):

- An improved email handling system has been selected. The City receives approximately 6,000 pieces of email each day – roughly 45% of which is spam or junk mail. To protect the City email system from unwanted email, dangerous worms and viruses the enhanced system will be implemented first quarter fiscal year 05-06.
- To improve accountability and management of City IT assets from acquisition to disposal an asset management solution has been selected. Implementation of the asset management solution and consistent IT asset management practices are due next fiscal year.
- As part of a team goal for 2004-2005, the Internet site has undergone a complete face lift, including a "new" user friendly name, CarlsbadCA.gov, and re-organization from department specific information to citizen oriented information, City Hall, Residents, Businesses, and Visitors. In addition to updating over 1500 pages, the team has also incorporated several enhancements, including changes to the calendar, directions to City facilities, and a completely re-designed home page.
- Implemented Checkfree electronic bill pay. Previously, water bills paid by customers using their internet banking service were paid with paper checks from Checkfree Corp. Now, we electronically process the payments, eliminating the paper checks.
- Replaced 235 PC's/laptops, 60 monitors and over 20 printers this fiscal year.

KEY GOALS FOR 2005-06:

Top-Quality Services

- Implement the key components of the disaster recovery plan.
- Enhance the City's Internet site through active content management.
- Improve the security and stability of all City systems through the implementation of Internet content filtering and desktop protection strategies.
- Implement asset management software and processes to improve IT's ability and capacity to manage technology assets.
- Assist with development of a Learning Center for Library related services.

SIGNIFICANT CHANGES:

None.

PROGRAM: MISCELLANEOUS NON-DEPARTMENTAL

ACCT NO. 001-VARIOUS

GENERAL FUND	2002-03 ACTUAL	2003-04 ACTUAL	2004-05 ADOPTED BUDGET	2005-06 ADOPTED BUDGET
<i>Non-Departmental Expenditures</i>				
Community Promotion	\$406,220	\$468,135	\$509,100	\$84,670
Community Contributions	21,840	112,000	0	501,500
Beach Parking	0	0	36,000	36,000
Hiring Center	83,475	83,084	85,000	85,000
Dues and Subscriptions	48,379	43,210	72,900	73,150
Property Tax, LAFCO, & Other Admin. Fees	341,190	357,643	390,400	420,400
Legal Services	0	272,282	250,000	250,000
Management Incentive Pay	0	0	580,000	500,000
Misc Expenditures	324,443	5,540	0	0
Total Non-Departmental Expenditures	<u>1,225,547</u>	<u>1,341,894</u>	<u>1,923,400</u>	<u>1,950,720</u>
<i>Transfers</i>				
Golf Course Contribution	600,000	0	0	0
Hosp Grove Debt Service	800,000	800,000	800,000	800,000
Infrastructure Replacement Fund	3,500,000	3,605,000	3,830,000	4,250,000
Transfer to Capital Improvement Program	35,000,000	0	800,000	600,000
Transfer to IT fund for CAD System Hardware	0	563,000	0	0
Misc Transfers Out	159,818	0	0	0
Total General Fund Transfers	<u>40,059,818</u>	<u>4,968,000</u>	<u>5,430,000</u>	<u>5,650,000</u>
Total General Fund Non-Departmental	<u>41,285,365</u>	<u>6,309,894</u>	<u>7,353,400</u>	<u>7,600,720</u>
Council Contingencies				
Contingencies (Adopted budget)	2,500,000	2,300,000	2,300,000	2,300,000
GENERAL FUND TOTAL	<u>\$43,785,365</u>	<u>\$8,609,894</u>	<u>\$9,653,400</u>	<u>\$9,900,720</u>
CARLSBAD COMMUNITY CONTRIBUTIONS FUND				
Community Activity Grants	<u>95,355</u>	<u>52,745</u>	<u>50,000</u>	<u>30,000</u>

